

BUSINESS VOLUME AND WORKFORCE REQUIREMENTS
FORECASTER

ABSTRACT OF THE DISCLOSURE

5 A business volume and workforce requirements forecaster includes a business
structure, a forecast structure, certain hierarchical levels of which map to corresponding
hierarchical levels in the business structure, a volume forecaster which forecasts
business volume responsive to historical data and to the business and forecast structures,
and a workforce requirements engine which forecasts workforce requirements
responsive to the forecast business volume. Business volume is forecast for a predefined
10 duration, responsive to both a first set of historical data, and to the business and forecast
structures. Forecasting business volume can be done using a daily trend forecasting
algorithm, or using an exponential smoothing algorithm. One algorithm may be used
for some forecast categories while the other algorithm is used for other categories.
Forecasting business volumes can include either forecasting business volume for a
15 predefined duration, responsive to a first set of historical data, or forecasting a traffic
pattern for the predefined duration, responsive to a second set of historical data,
depending on the forecast category. Calculation of workforce requirements includes
task level consolidation, as well as resource leveling, and can include dynamic standard
assignment, wherein different metrics are selected at different times, and where a task is
20 associated with a plurality of standards. An event calendar is defined, and at least one
event is selected from the event calendar such that the event is considered in the step of
forecasting.

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